

**GENERAL SERVICES ADMINISTRATION**  
**Federal Supply Service (Multiple Award Schedule)**  
**Authorized Federal Supply Schedule Price List**

Schedule Title: Travel Services Solutions  
FSC Group: 599 -2 and 599 -1000

Contract Number: **GS-33F-0025P**

Contract Period: May 31, 2009 to May 31, 2014



**12239 U.S. ROUTE 30**

**NORTH HUNTINGDON, PA 15642**

**Phone Numbers: Administration: 724 863-7500 or 800-775-7111**

**Reservations: 800-251-1356**

Fax Number: 724-864-6171

Web sites: [www.HolidayTvl.com](http://www.HolidayTvl.com)

[www.HTIcorporate.com](http://www.HTIcorporate.com)

Direct all inquiries for contracts to: Philip Petrulli, Executive Vice President of  
Holiday Travel International. Call him direct at cell number:  
724-309-8041

[Email: ppetrulli@holidaytvl.com](mailto:ppetrulli@holidaytvl.com)

Small Business and Woman owned business.  
Dorothy Petrulli, President 724-309-8582

## **FROM OUR PRESIDENT:**

### **Customer Service (Why “We” are Better for “You”!)**

Dorothy Petrulli, the President of Holiday Travel likes to tell the story of her friend who owned a Gourmet Super Market in Pittsburgh. His produce manager called him and said that a woman was trying to get a replacement for rotten strawberries and he needed his advice. He explained that she wanted them replaced, even though after inspection he found that she had bought them at a competing Food market. The owner's answer was “ give her what she wants noting the mistake kindly, and we will have a customer for life”. The customer is always right!

Holiday Travel International has a friendly and courteous staff willing to assist all customers with any travel-related requests, and we do believe that the customer is always right. If a traveler is having problems with the online booking tool or a reservation in general, our agents are more than willing to provide over-the-telephone assistance to help the traveler complete their reservation at the full service transaction level. We are people not a machine. We answer “Live” not with a recording. We employ quality control software, but our own eyes of passionate concern for the well being of the traveler will make Holiday Travel a valuable friend to every traveler and travel arranger..

Our Management Team is always available should you have any concerns, questions, or assistance. Your Contract Manager, Philip Petrulli, the Vice President of Operations can answer any contract questions, concerns, or provide additional customer assistance. Performance and Customer Service and Satisfaction are of great concern. We survey 100% of travelers with a link at the bottom of each electronic reservation. The results of this survey are regularly compiled and reported back to the client.

### **Problem Resolution (Get It Done Now!)**

We strive to maintain a high level of service and quality, but if problems occur we have a procedure. Immediately address the situation with all of the facts from the participating parties, and proceed to a conclusion to the satisfaction of the customer/traveler. HTI has empowered our Agents to make immediate decisions to correct a problem. The Corporate/Govt. Managers have the power to correct any problem without upper management getting involved until after the problem is solved. Then it is clarified to upper management. If a problem occurs, it is fixed to the satisfaction of the traveler then discussed internally by management and those with knowledge for the final conclusion. Problem resolution is on the spot in 5 to 10 minutes. All situations are reported to the Account Contract Officer.

### **Value Added Services (Give Them More!)**

Traveler profile system with no charge for build or maintenance  
Frequent Flier Mileage Service and ticketing service  
Automated tracking/Refund of unused tickets  
Online reporting for custom and standard reporting  
Ability to schedule personal travel in conjunction with business travel  
Lowest airline price on City Pair Contracts and Per Diem Hotel Rates including FedRooms  
Ability to E-mail reply to online reservation requests  
Government dedicated emergency service after-hours center  
Discount/upgrade travel for personal or government travel  
Dedicated Account travel agents and back up  
We are fluent in German  
An on-site IT specialist able to handle all technology needs and research future trends to provide the best service to our clients  
Ability to issue airfares in Canadian dollars for an added cost savings  
Women's Business Enterprise  
Small Business Size Advantage - under 25 employees

**Customer Comments: Clients at the Department of Energy:**

Nanette – I just wanted to take the time to say THANK YOU for all that you do, especially in how you have helped me over the past couple of weeks in securing travel reservations for what seems like the entire Site Office! It has been a tremendously busy travel time for our office and it's great knowing that I am getting such quality customer service from you – personally – in making the initial travel reservations, as well as adjusting when needed. As you know, Federal travelers can sometimes be demanding and difficult to work with when they need to secure travel reservations, and the service you provide me tends to be, for the most part, seamless, which makes my job a ll the more easier! Thanks Nanette ~ you're the best!

Phil -

Wanted you to know that in a Gov-Trip training class today I heard nothing but praises for your people - how helpful, efficient, and that Holiday has saved us from disaster on more than one occasion. Thanks for such great support!

I am sure you already know what a wonderful staff you have. However, I wanted to take the time to write a quick note to let you know how wonderful I think they are. I have worked with many travel agencies over the years. (I am a retired Chief Yeoman US Coast Guard) I just started working with NETL about a year ago.

I would like to say that Holiday Travel is the best. I like the professionalism and the caring courtesy that I experience every time I call. I cannot begin to list how many times Nanette has gone out of her way to help me with last minute travel changes and helping get foreign travel organized.

It is a pleasure working with all of your staff

Sincerely

Office Manager

US Department of Energy

**Peace of Mind: Holiday Travel International** will assist government employees with needs are defined, this program will address them. • Compliance with all applicable regulations and competition meeting their travel needs for various types of domestic conference and training attendance under both blanket and trip-by-trip authorizations). Typical tasks include (but are not limited to): travel arrangements, reservations, ticketing and traveler support for air, rail, lodging, car. Services are within the scope and related to the work being performed in the requirements, including the Competition in Contracting Act and international travel (such as invitational, TDY, (CICA) and the Federal Acquisition Regulation (FAR), whenever easy-to-use ordering procedures are followed rental and international services for individuals and • Task Order awards to small business concerns count towards groups; reconciling accounts; planning services for your socioeconomic goals meetings; reporting services; and providing help desk support.

## CUSTOMER PRICING INFORMATION

**Awarded Special Item Number(s):**

**1a**      **SIN 599-2, Travel Agent Services**

**1b**      **SIN 599-1000, Travel Agent Support Services**

**Choose one of the following transaction selections.** The agreed contract must be either the **“Immediate”**. Or the **“24 Hour” Choice** No mix of each permitted on the same contract. Contracts may be amended to change the selection at any time.

<b>“IMMEDIATE” TICKETING – DISCOUNT” (Ticket Issued and Transaction Fee charged when reservation is made...)</b>		
<b>Description</b>	<b>Unit of Issue</b>	<b>GSA Price</b>
Full Service, Air/Rail, Domestic	Transaction A	9.95
Full Service, Air/Rail, International	Transaction A	12.95
Full Service, Hotel/Car Only, Domestic	Transaction A	3.95
Full Service, Hotel/Car Only, International	Transaction A	3.95
Self Service, Air/Rail, Domestic, touch or no touch	Transaction B	3.95
Self Service, Air/Rail, International touch or no touch	Transaction B	3.95
Self Service, Hotel/Car, Domestic touch or no touch	Transaction B	3.95
Self Service, Hotel/Car, International touch or no touch	Transaction B	3.95
Fulfillment Only, eTS/DTS /GovTrip (Touch-less) (Touch is additional charge)	Transaction A&B	3.95

<b>“2 DAY CHOICE” - TICKET ISSUED AND CHARGED 2 DAYS BEFORE DEPARTURE .....</b>		
<b>Description</b>	<b>Unit of Issue</b>	<b>GSA Price</b>
Full Service, Air/Rail, Domestic	Transaction A	19.00
Full Service, Air/Rail, International	Transaction A	24.00
Full Service, Hotel/Car Only, Domestic	Transaction A	6.95
Full Service, Hotel/Car Only, International	Transaction A	6.95
Self Service, Air/Rail, Domestic (Touch-less)	Transaction B	5.95
Self Service, Air/Rail, International (Touch-less)	Transaction B	5.95
Self Service, Hotel/Car, Domestic (Agent Touch)	Transaction B	4.95
Self Service, Hotel/Car, International (Agent Touch)	Transaction B	4.95
Fulfillment Only, eTS/DTS /GovTrip (Touch-less)(Touch is additional charge)	Transaction A&B	6.00

All Fees include the 80 cent per segment fee charged by the Global Reservation Systems for the Big Six Airlines (US, UA, DL, CO, NW, UA) and the GSA \$1.50 Funding Fee.

**Transaction A - Air and/or Rail Ticket with or without Lodging and/or Car Rental**

**Reservations:** Transaction A fee applies for all arrangements and reservations related to one itinerary for which an air or rail ticket is issued. The fee includes making and changing arrangements (air/rail, lodging, and/or car rental) for one or multiple locations. The fee may only be charged at time of ticket issuance and is not refundable if the travel is subsequently cancelled. The transaction fee covers the processing of refunds or credits for unused tickets. An additional transaction fee may be incurred if changes in the itinerary require the issuance of a new ticket. The contractor shall not charge a fee for cancellations made prior to issuance of tickets. Research of travel arrangements, changes to existing arrangements, and air/rail reservations for which tickets are not generated shall not be considered Type A transactions, unless it pertains to the specific fee

**Transaction B - Lodging and/or Car Rental Reservations:** Transaction B fee applies for all arrangements and reservations related to one itinerary for which an air or rail ticket is not issued. The fee includes making and changing lodging and/or car rental arrangements for one or multiple locations when air or rail transportation is not included in the itinerary. Research of travel arrangements, changes to existing arrangements, and reservations that are cancelled prior to the check-in date shall not be considered Type B

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**SIN 599-1000 Contract Support Items to the Travel Management Center Services**

SIN599-100.....		
Description	Unit of Issue	GSA Price
Conference and Group Planning	Per Hour	20.00
Online Website Set Up Fee	Per Website	500.00
Onsite Meeting Coordinator	Per Day	320 + Expenses
Local Courier Service	Per Delivery	12.75
Overnight Mail Service	Per Item	11.12
24 Hour Emergency Service (After 7:30 PM to 7:29 AM Eastern Standard Time)	Per Call	15.00
Satellite Ticket Printer	Per Month	100.00
CORE Online Report Access	Per User	10.00
Frequent Flyer ticket with Agent Assist	Per Ticket	20.00
Accounting Research	Per Request	10.00
Visa and Passport Services	Per Document	13.00
Groups w/Full Service on same itinerary 10 to 50 passengers	Per Group	50.00
CBA Reconciliation	Per Report	50.00
On site experienced travel agent per hour	Per Agent	30.00 per hour
Profile Management	No charge	0.00



## DESCRIPTION OF WORK

Airline service	Accounting service	Arrangement	Booking
Business services	Car rental service	Commission follow-up	Credit and refund services
Delivery service	Destination services	Documentation	Emergency services
Enroute services	Frequent traveler programs	Fulfillment	International services
Invoicing	Itineraries	Lodging service	Messaging
Meeting services	Integration	Onsite/offsite support	Outsourcing
Passport services	Performance standards	Policy support	Preferred supplier programs
Profiles	Quality assurance/control	Rail service	Receipts
Reconciliation	Reporting	Reservations	Routing
Support services	Ticketing	Training	Transportation services
Traveler services	Technology	Unused ticket accounting	User support
Visa services	Call center services	Operational support	

